

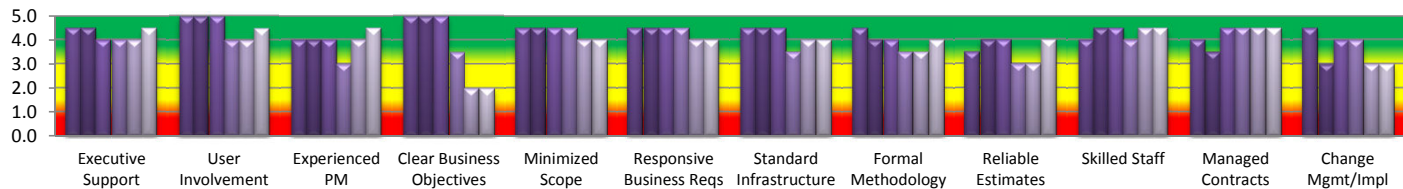


# Briskin Consulting Project Quality SCORE Dashboard

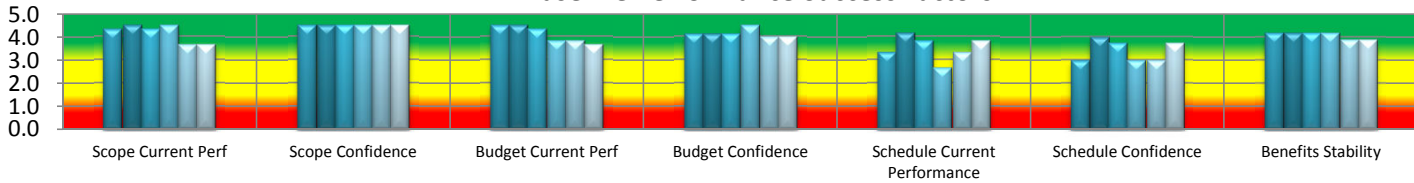
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as of March 31, 2012

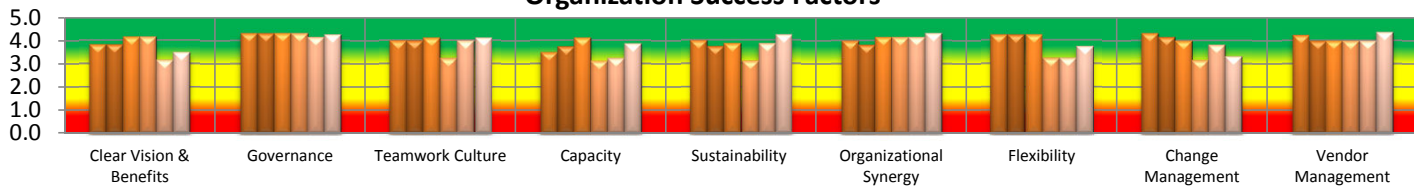
## OCIO Success Factors



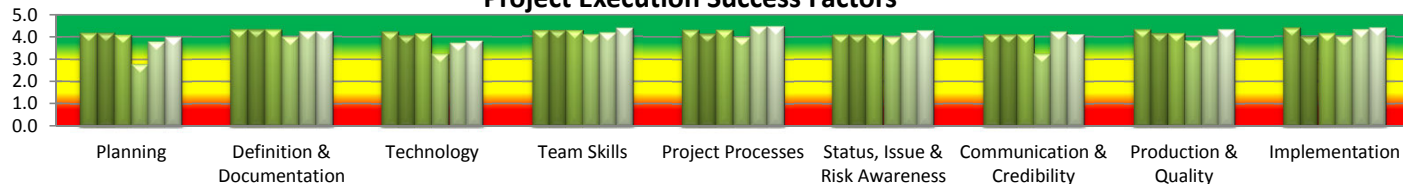
## Baseline Performance Success Factors



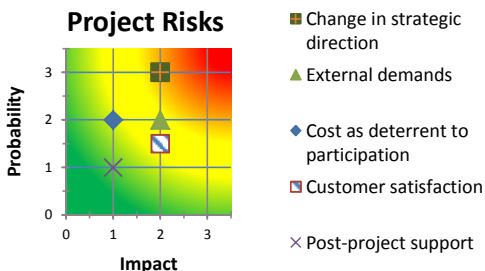
## Organization Success Factors



## Project Execution Success Factors



## Project Risks



## Top Issues

- 1) There is a shift in strategic direction related to shared services email which reduces the number of hosted mailboxes and potentially impacts the original project objectives related to cost recovery.
- 2) Confidence in the Vault system is low among most agencies.
- 3) Remaining work on SMTP Relay and BC/DR solutions is not clearly defined in the project schedule.

## QA Commentary

The project experienced a strong month in March, reaching a total of 41,777 migrated mailboxes. Thirty-eight agencies are now completely migrated to the hosted Exchange 2010 system. Issue response time continues to be strong, averaging 105 minutes, with 44% of the issues closed within 24 hours. The secure email system planning and testing was completed, and the secure email portal was ready for first agency use as scheduled on March 30th. Nine agencies have expressed interest in piloting the system. They also provided initial feedback on the draft pre-cutover guide for secure email.

The impact of the change in strategic direction from hosted email services to an Office365 platform continues to be an issue for the project, in terms of reducing the anticipated number of hosted mailboxes from the original plan, and introducing uncertainty about the expected return on investment for the hosted email solution. CTS and the OCIO are working to create detailed plans for the Office365 pilot project and identify potential transitions for the current project.

The Vault archiving system has continued to be stable since the architectural changes were implemented in January. There are currently 18,401 vaulted mailboxes, representing 22 agencies. The ActiveSync pilot is complete, and agencies are completing their policies and rolling out this service to end users. This continues to be a very popular offering. Documentation is very comprehensive.

## Findings and Recommendations

There are no findings or recommendations for the project this month.